

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

February 9, 2015  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:20	Cal Medi-Connect	A. Lert
III	9:20 – 9:50	SA QIC Reports & Countywide Children's QIC Report	QIC Members
IV	9:50 – 10:00	EQRO Review - 2015 QI Work Plan Goals 2015 & Evaluation Report 2014 ACCESS QI Work Plan Goals	N. Kasarabada N. Kasarabada M. Tredinnick
V	10:00– 10:10	MHSIP Data Analysis Guidelines Provider Directory – Active & Inactive Provider	V. Joshi
VI	10:10 – 10:15	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
VII	10:15 – 10:20	Cultural Competency Updates	S. Chang Ptasinski
VIII	10:20 – 10:25	PRO	M. Hernandez
IX	10:25 – 10:30	Policy Update – Office of Compliance	R. Faveau
		Announcements:	

Next Meeting

March 9, 2015  
9:00 – 10:30 a.m.  
550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	February 9, 2015	
Place	550 S. Vermont Ave., 10 <sup>th</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alan Lert; Alyssa Bray; Anahid Assatourian; Aprill Baker; Barbara Paradise; Bertrand Levesque; Carol Eisen; Caesar Moreno; David Crain; Debra Mahoney; Elisabeth Gildemontes; Elizabeth Owens; Greg Tchakmakjian; Isidoro Gonzalez; Jessica Wilkins; Jonathan Pattow; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Michael Boroff; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Randolph Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi;			
Excused/Absent Members	Ann Lee; Debi Berzon-Leitelt; Emilia Ramos; Gassia Ekizian; Helena Ditko; Karen Lee; Martin Hernandez; Mary Ann O'Donnell; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The January minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Cal Medi-Connect</b>	<p>Dr. Lert provided a power point presentation on Cal MediConnect.</p> <ul style="list-style-type: none"> <li>➤ A three (3) year demonstration project between CA Department of Health Care Services (DHCS) and Center for Medicare and Medicaid Services (CMS).</li> <li>➤ A new California program designed to integrate the Medi-Cal and Medicare programs for people who are enrolled in both public health insurance programs.</li> </ul> <p>Under the program, dual eligibles may enroll into a single managed care health plan to receive all their covered benefits.</p>	<p>The goals are:</p> <ul style="list-style-type: none"> <li>➤ To promote persons-centered care planning.</li> <li>➤ Develop a seamless system of care that coordinates health, mental health (MH), substance use disorder (SUD), and long term services and supports (LTSS).</li> <li>➤ Increase access to home and community based alternatives.</li> <li>➤ Optimize the use of Medicare, Medi-Cal; and other State/County resources.</li> <li>➤ Reduce inappropriate care utilization.</li> </ul> <p>Promote independence and recovery.</p>	A. Lert
<b>SA QIC's Reports &amp; Countywide Children's QIC Report</b>	<p><b>SA 1:</b> Dark in February. Members discussed what the SA QIC would like to focus on for 2015 and what their needs are. Also Dr. Borkheim presented on Cultural Competency updates.</p> <p><b>SA 2 Adult:</b> Dark in February. In January Dr. Borkheim presented on Cultural Competency updates. New staff from providers started to attend our SA QIC meeting.</p> <p><b>SA 2 Children:</b> Dark in January.</p>	<p>Next meeting: March 3, 2015.</p> <p>Next meeting: March 19, 2015.</p> <p>Next meeting: February 19, 2015.</p>	<p>B. Paradise</p> <p>K. Salvaggio</p> <p>M. Rittel</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC's Reports &amp; Countywide Children's QIC Report continued</b>	<b>SA 3:</b> Dark in January.	Next meeting: February 18, 2015.	B. Levesque
	<b>SA 4:</b> Dr. Borkheim presented on Cultural Competency updates. Information from previous meeting was discussed. New staff from providers started to attend our SA QIC meeting.	Next meeting: February 17, 2015.	A. Bray
	<b>SA 5:</b> Dr. Borkheim presented on Cultural Competency and provided an update on the California Reduction Disparities Project (CRDP). This presentation was detailed and helpful.	Next meeting: February 13, 2015.	M. Johnson
	<b>SA 6:</b> Dr. Borkheim and Dr. Boroff presented on CRDP and on services for Hearing Impaired. New staff from providers started to attend our SA QIC meeting.	Next meeting: February 26, 2015.	A. Baker
	<b>SA 7:</b> Ms. Ayala thanked Dr. Joshi for sending all information via email, and also for presenting on Provider Directory. Ms. Ayala introduced Caesar Moreno from the Whole Child is the new co-chair for SA 7.	Next meeting: February 17, 2015.	L. Ayala
	<b>SA 8:</b> There will be a data outcomes workgroup on February 17 <sup>th</sup> . Members discussed the ACCESS test calls report.	Next meeting: February 18, 2015. One suggestion is to have contract providers to test their own caller system.	M. Munde
	<b>Countywide Childrens:</b> Dr. Joshi will be presenting on Service Area Provider Directory. Dr. Borkheim will be presenting on Cultural Competency updates.	Next meeting: February 12, 2015.	D. Mahoney

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>EQRO Review – 2015,</b>	Dr. Kasarabada stated that EQRO Site Review will be held from April 27 <sup>th</sup> through April 30 <sup>th</sup> , 2015. They selected SAs 7 and 8 for this year's review. Dr. Kasarabada is currently working very closely with SA District Chiefs, and SA liaisons. Dr. Kasarabada mentioned that the initial planning call was held and more calls to follow.	EQRO will be meeting with Executive Management Team (EMT) and other key managers during the opening session. Some of the areas for review this year include Timeliness and access to care, Consumer Satisfaction, session with SA District Chiefs, PIPs, Katie A, Disparities and outreach/engagement, focus groups with non-English speaking consumers and families in Service Areas.	N. Kasarabada
<b>QI Work Plan Goals 2015 &amp; Evaluation Report 2014 ACCESS QI Work Plan Goals</b>	Dr. Kasarabada reviewed the handout related to QI Work Plan Goals Summary – CY 2015 and QI Evaluation Summary – CY 2014. She explained that this year's Evaluation report will include an Evaluation Summary page that provides a quick snapshot of the goals that were met, partially met and not met. For CY 2014, all QI Work Plan Goals were met/partially met with the exception of the goal related to the "calls answered within a minute by the toll free hotline". Dr. Tredinnick highlighted the barriers to meeting this goal. Dr. Kasarabada informed QIC members that based on this information and input from the ACCESS Center and review of data, the QI Work Plan Goal for CY 2015 has been separated into different categories – daytime and after-hours. She also presented new goals added to this year's annual QI Work Plan under the Clinical Care, Beneficiary Satisfaction, and Continuity of Care domains besides the on-going goals from previous years.	QID will inform QIC once the annual QI Work Plan and Evaluation Report is finalized and uploaded to the PSB-QI website.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>MHSIP Data Analysis Guidelines Provider Directory – Active &amp; Inactive Provider</b>  <b>Clinical Quality Improvement OMD Report</b>	<p>Dr. Joshi presented on the Guidelines for conducting provider-level data analysis of the MHSIP data. She mentioned that agencies with 30 or submitted surveys should conduct sub-scale satisfaction domain analysis and compare the results with overall SA findings as well as Countywide (CW) findings.</p>	<p>Dr. Joshi recommended SA QIC chairs to review SA level data and contact her for additional guidance or questions related to provider level analysis.</p>	<p>V. Joshi</p>
	<p>Dr. Eisen provided an update on the Meaningful Use funds. Dr. Eisen stated that at this time the Department is currently working on three measures.</p> <ol style="list-style-type: none"> <li>1) Screening for smoking.</li> <li>2) Medication Reconciliation-collecting information on all physical health medications.</li> <li>3) BMI-collecting information on “weights”. She also mentioned that Suicide Assessment is one of the potential measures.</li> </ol> <p>OMD is currently working on the final stage of approving the Electronic Tool with the Chief Information Office Bureau (CIOB).</p>	<p>Parameters require that we measure BMI.</p>	<p>C. Eisen D. Crain</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Cultural Competency Updates</b>	Dr. Chang Ptasinski briefly spoke about the cultural competency updates provided at the SA QICs by Dr. Borkheim. This month, he is assigned to present on the California Reducing Disparities Project (CRDP) reports. At next SA QIC meetings, Dr. Borkheim will be presenting on the CRDP Strategic Plan.	Next meeting: February 11, 2015. At this meeting there will be a Stakeholder discussion with Dr. Ghaly, Chief Executive Office (CEO) on the consolidation of the three (3) Departments - Health Services, Public Health, and Mental Health under one Health Agency.	S. Chang Ptasinski
<b>PRO</b>	No updates at this time.		T. Cannady
<b>Policy Update-Office of Compliance</b>	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
<b>Announcements:</b>	None		
<b>Handouts:</b>	<ul style="list-style-type: none"> <li>➤ Cal MediConnect Power Point and Cal MediConnect Monthly Enrollment Dashboard</li> <li>➤ MHSIP Survey Data Analysis Guideliness</li> <li>➤ Quality Improvement Work Plan Evaluation Summary CY 2014</li> <li>➤ Quality Improvement Work Plan CY 2015</li> <li>➤ Policy/Procedure Update February 9, 2015</li> </ul>		
<b>Next Meeting:</b>	March 9, 2015		

Respectfully Submitted,

Naga Kasarabada, Ph.D.